

Life Safety Enforcement in Health Care Facilities

Kaizen Event Report Out

By:

In Kaizen We Trust

March 4, 2005

Objectives

Tom

- 1. Improve scheduling to minimize multiple trips within short time frame.**
- 2. Speak with one voice.**
- 3. Reduce the number of widespread or immediate jeopardy deficiencies by 15% - 20%.**
- 4. Eliminate false trips and short notice.**
- 5. Improve client understanding of survey tool and Life Safety requirements.**
- 6. Free Jeff from paperwork.**
- 7. Lead time maximum of 31 days.**

Team Members

Tom

- **Tom O'Neill**, DNR, Team Leader
- **Teresa Hay McMahon**, DNR, Team Leader
- **Jeff Quigle**, DPS-SFM, Sub-Team Leader
- **Pam Morris**, DPS-SFM-FPB
- **Larry Knapp**, DPS-SFM-FPB
- **Andy McCall**, DPS-SFM-FPB
- **Ljerka Vasiljevic**, DPS-SFM-BCB
- **Stuart Crine**, DPS-SFM-BCB
- **Sam Knowles**, DPS-ASD-PSB
- **Kathleen Uehling**, IWD-LSD
- **Pam Elwood**, DIA-HCF
- **Marvin Tooman**, DIA-HCF

- **Mike Hocking**, IHCA
- **Jeff Harden**, IABO
- **Jeff Junker**, IABO
- **Terry Berk**, IABO
- **Chuck Thomas**, IABO
- **Art Spies**, IHA
- **Todd Allbee**, ABCM Corp.
- **Irene Hegedus-Tarczynski**, AIA

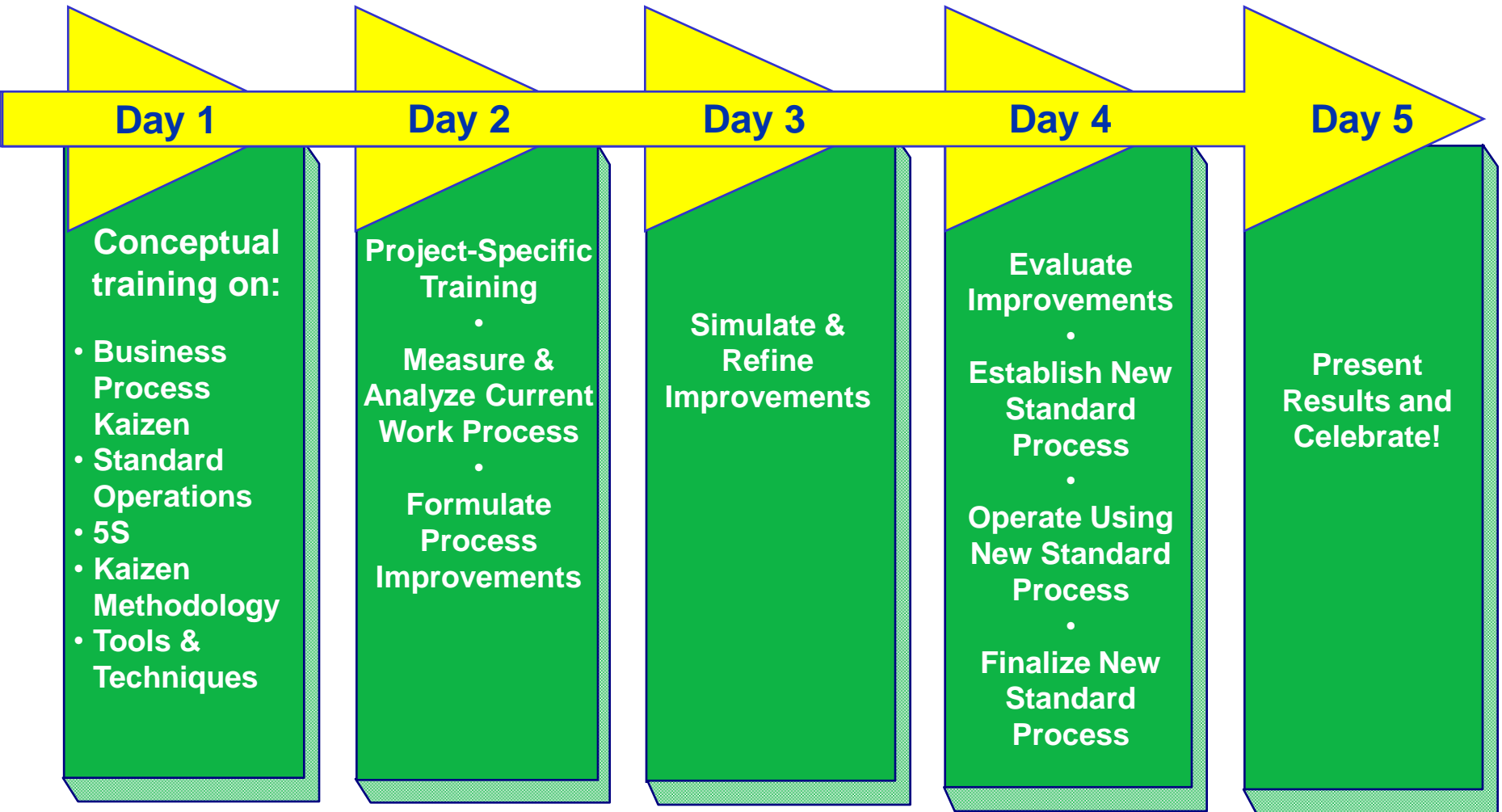
Kaizen Methodology

Stuart

- **Clear objectives**
- **Team process**
- **Tight focus on time**
- **Quick & simple**
- **Necessary resources immediately available**
- **Immediate results (new process functioning by end of week)**
- **5S mindset**

Kaizen Breakthrough Methodology

Stuart

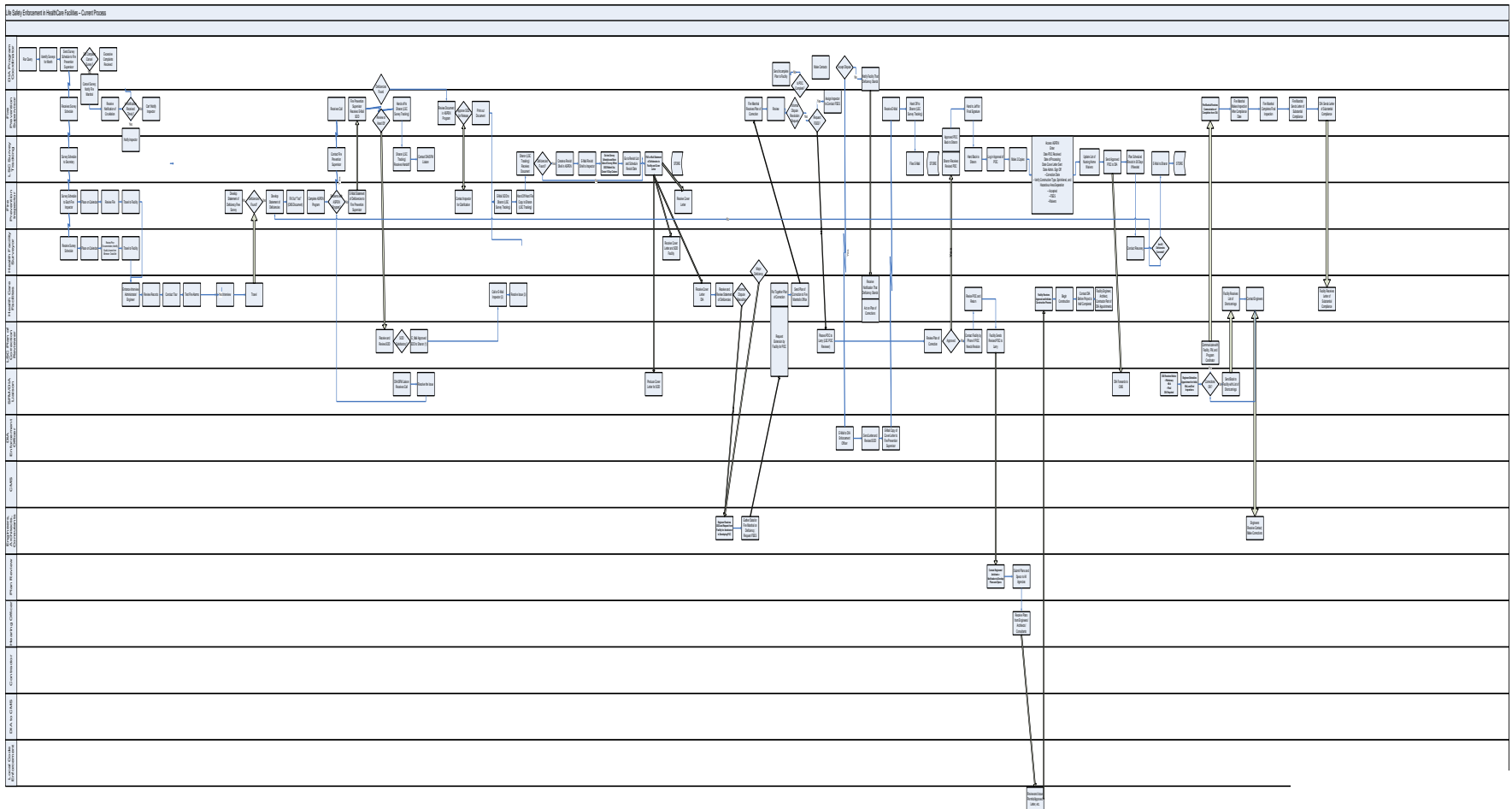


Background

Jeff Q.

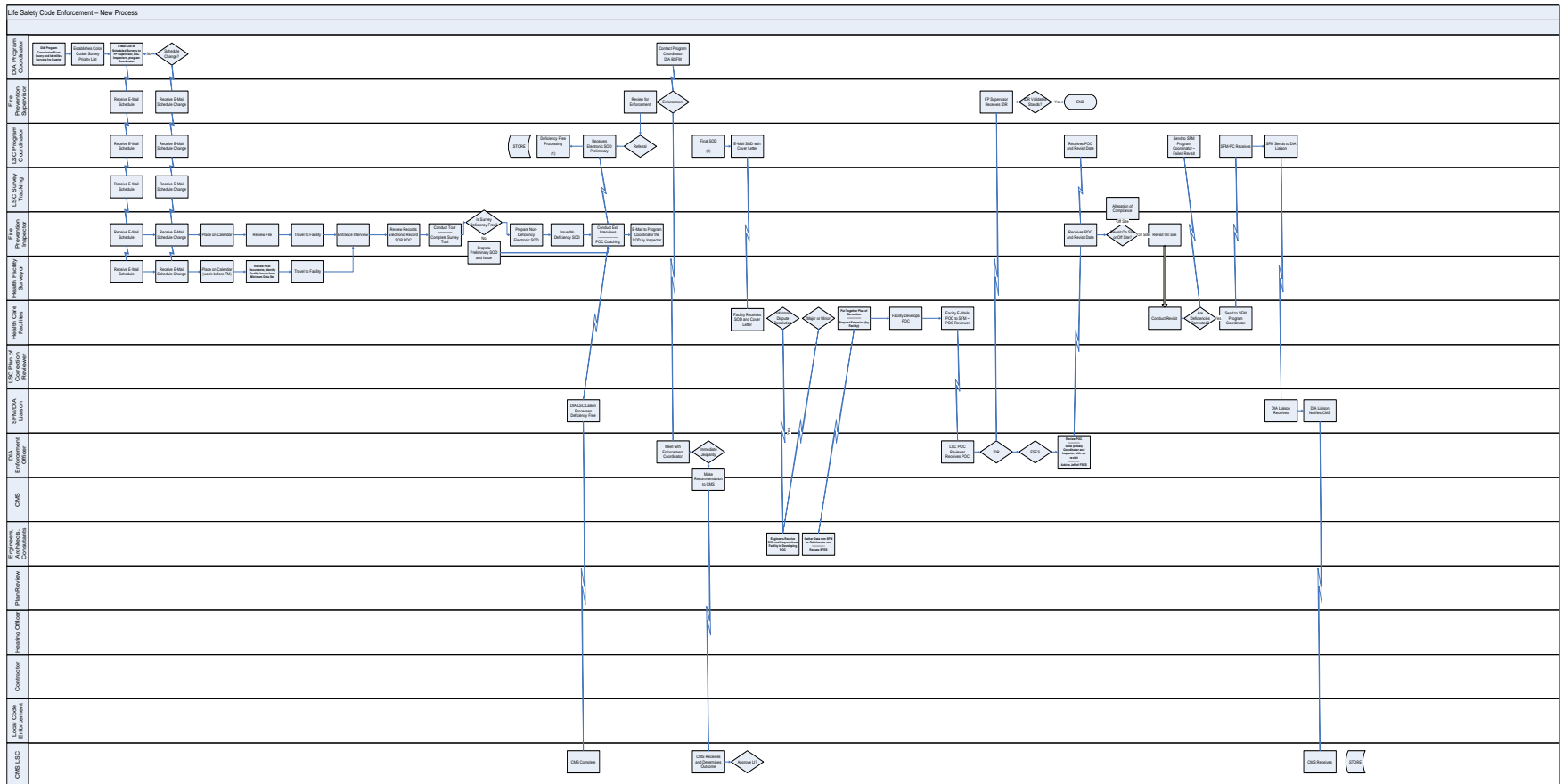
- Life Safety Code inspections in health care facilities
- Includes all federally certified (CMS) facilities
- 650 inspections annually
- 6 inspectors in the field

Larry



New Process

Marv



New Process

Jeff Q.

Training Approach

Results

Pam M.

	Old Process	New Process	% change
# of steps	98	60	- 38%
# of value added steps	3	6	+ 100%
# of hand-offs	41	23	-44%
# of delays	6	3	-50%
Delay time	48-1584 hrs	1-482 hrs	-70% to -97%
# decision points	17	12	-29%

Implemented

Kathleen

- LSC Program Coordinator
- On Site Notification of Survey Results
- Notification to Facility of POC Approval
- Improved Training Strategy for Inspectors
- Improved Training/Coaching for Facilities
- Reduce Paperwork for Fire Prev. Supv.

Kaizen Newspaper

Mike H.

Action	Who?	When?
Address book for inspectors	Sharon	4/4/2005
Color code schedule	Pam E.	3/18/2005
Develop database to track cancellations	Pam E./Jeff Q.	3/18/2005
Review DIA survey and modify/adapt to SFM use	Marv/Jeff Q.	6/4/2005
Generate cover letter for site visit	Jeff Q.	3/18/2005
Set up FAQ list and links on Web	Andy/Tina P./ Shanna W.	4/4/2005 (?)

Ljerka's Experience

Comments

Jim Scott

We welcome your
questions and comments!